

Role Description

Title: Outbound Operations Coordinator

Reporting To: Production Manager

To: Coordinate Production of all Client Campaigns from start to finish to ensure that business and client objectives are met efficiently and effectively

In a way that: Is efficient and effective leading to exemplary feedback from clients and internal stakeholders

So that: Woods Valldata Production operations are acknowledged as sector leading.

Key priorities:

- Effective Scheduling of Client Campaigns.
- Daily Liaison with Suppliers to generate commercial quotations and Process orders internally for all client Campaigns.
- Monitoring progress of jobs to ensure everything is on track and escalate to Production Manager where any issues are identified.
- Provide pricing to clients
- Chase artwork & data to ensure schedules are adhered to.
- Ensure final products are despatched to client/carrier in accordance with requirements.

General priorities:

- System, data and physical security within departments.
- Health and Safety of all departmental areas.
- Ensure all departments are organised and properly resourced during peak times.
- Ensure continued compliance with PCI and GCRTS and other relevant standards
- Participate and take an active role in meetings, offering opinion, and helping lead debate.
- Prepare and present monthly report covering all agreed KPI's, department updates and other relevant information.

Essential skills:

- Minimum 2 years' experience in lithographic print/ mailing, production, or manufacturing.
- Highly PC literate. Intermediate Outlook, Excel & Word (on site assessment will be required).
- Demonstrable ability to prioritise multiple projects and deliver to competing deadlines.
- Confident in working with customers and suppliers.
- Flexible approach to cope with frequent change.

Key performance indicators: (monthly)

- Production of SLA performance on a timely basis
 - Accuracy of scheduling
 - Briefing accuracy and timeliness
- Further KPIs may be introduced in line with business requirements